

Serial No. 09/421,363
Docket No. YOR919990349US1

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REMARKS

Claims 1-10 and 12-42 are all the claims presently pending in the application. Claims 1, 16, 26 and 28 have been amended to further define the claimed invention. Claim 11 has been canceled.

Applicant gratefully acknowledges the helpful comments made by the Examiner to Applicant in a teleconference on October 5, 2005 and in subsequent teleconferences thereafter. Specifically, Applicant notes that the Examiner indicated in the October 5, 2005 teleconference that the all of the claims would be in condition for allowance if the independent claims 1, 16, 26 and 28 were amended to include the feature of original claim 11 (e.g., "*performing a tree-based collapsing of said personalized IVR dialogue menu*"), and to recite "*a plurality of shortcut paths including an option for changing said plurality of shortcut paths in said personalized IVR dialogue menu*". The Examiner includes a similar statement in paragraph 3. of the Office Action.

Applicant notes that claims 1, 16, 26 and 28 have been amended as suggested by the Examiner. Therefore, Applicant respectfully submits that claims 1-10 and 12-42 are condition for immediate allowance.

In view of the foregoing, Applicant submits that claims 1-10 and 12-42, all the claims presently pending in the application, are patentably distinct over the prior art of record and are in condition for allowance. The Examiner is respectfully requested to pass the above application to issue at the earliest possible time.

Should the Examiner find the application to be other than in condition for allowance, the Examiner is requested to contact the undersigned at the local telephone number listed below to discuss any other changes deemed necessary in a telephonic or personal interview.

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The Commissioner is hereby authorized to charge any deficiency in fees or to credit any overpayment in fees to Assignee's Deposit Account No. 50-0510.

Respectfully Submitted,

Date: 12/30/05



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CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that the foregoing Amendment was filed by facsimile with the United States Patent and Trademark Office, Examiner Olisa Anwah, Group Art Unit # 2645 at fax number 571-272-8300 this 30th day of December, 2005



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